



Complaints Procedure

Bridgewater Primary School is committed to maintaining a positive partnership with parents.

If you are, or your child is, unhappy about anything at school, it is important that you are able to raise your concern and that it is dealt with appropriately.

Stage 1: In most cases, concerns and complaints can be resolved by talking to the class teacher or another member of staff. The Headteacher and Assistant Headteachers endeavour to make themselves available at the beginning and end of each day and will follow up any issues raised at these times. The majority of concerns and complaints will be sorted out easily and informally in this way.

Stage 2: Sometimes parents may wish to raise a more formal complaint. This should be done by writing to the Headteacher or Chair of Governors, if the Headteacher has already been involved. The Headteacher or a nominated member of staff (or the Chair of Governors, if appropriate) will then investigate the complaint, liaising with other agencies as necessary.

On completion of the investigation, the Headteacher (or Chair of Governors) will provide a written response or invite the parent into school to discuss the matter.

Stage 3: If a parent is still unhappy after completion of Stage 2 as above, a letter should be sent to the Clerk to the Governors requesting a hearing. The complaint will then be heard by a panel of governors. After formally hearing the complaint and the Headteacher's response, the panel will consider the situation and provide a written account of its findings.

Timescale: Complaints will be dealt with as soon as possible. Complex complaints or those requiring detailed investigation may require longer than normal but the school will seek to keep parents informed and to give an expectation as to timescales.

Schools Service: Parents dissatisfied with the outcome of their complaint are encouraged to seek guidance from Schools Service at Northamptonshire County Council.

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